

SHARK**Collection Phase**

From	To
Sharon Lin/R9/USEPA/US	ckneibler@geosyntec.com carolyn kneibler,
CC	BCC
Subject	Date/Time
Fw: united heckathorn quickplace access	02/04/2009 12:50 PM

Item Body

more to follow after matt gets more details.

sharon

----- Forwarded by Sharon Lin/R9/USEPA/US on 02/04/09 12:49 PM -----

From: Matt Rogers/RTP/USEPA/US
To: Sharon Lin/R9/USEPA/US@EPA
Date: 02/04/09 12:09 PM
Subject: Re: Fw: united heckathorn quickplace access

A notification that an extranet users password is going to expire gets sent out according to what's in the 'web password expiration handler' database. I will check to see if the agent that is responsible for taking care of this is functioning properly but I haven't had anyone call in about it. However, a lot of external folks will just call in to have their EPA extranet password reset so I have no way of knowing if it is due to them forgetting or thinking they forgot because the notice wasn't sent out and it expired.

Sharon Lin

would you please look into this issue and let me...

02/04/2009 01:42:50 PM

From: Sharon Lin/R9/USEPA/US
To: Matt Rogers/RTP/USEPA/US@EPA
Date: 02/04/2009 01:42 PM
Subject: Fw: united heckathorn quickplace access

would you please look into this issue and let me know? thanks.

----- Forwarded by Sharon Lin/R9/USEPA/US on 02/04/09 10:44 AM -----

From: <CKneibler@Geosyntec.com>
To: Sharon Lin/R9/USEPA/US@EPA
Date: 02/04/09 10:41 AM
Subject: RE: united heckathorn quickplace access

Sharon,

I get no notice that my password is about to expire and I get no option to change it when I log in and it rejects me because my password has expired. Can EPA at least set up either a notice that our password is expiring or the option to change it if we try to log in after it has expired? Otherwise I am left trying to keep track of Matt's telephone number.

Carolyn Kneibler, C.HG.

Geosyntec Consultants
Oakland, CA

From: Lin.Sharon@epamail.epa.gov [<mailto:Lin.Sharon@epamail.epa.gov>]
Sent: Wednesday, February 04, 2009 8:51 AM
To: Lyons.John@epamail.epa.gov; Lane.Jackie@epamail.epa.gov; Ross.Brian@epamail.epa.gov; Black.Ned@epamail.epa.gov; julia.spahn@ch2m.com; tamara.frank@ch2m.com; laurie.sullivan@noaa.gov; plee1@dtsc.ca.gov; janet_whitlock@fws.gov; Jyamamot@OSPR.DFG.CA.GOV; maxd@bcdcc.ca.gov; jim.cannon@levinterminal.com; garyl@levinterminal.com; khoward@cwclaw.com; jkelly@montrosechemical.com; kim.lesniak@shell.com; karl.lytz@lw.com; john_henderson@fws.gov; rob.j.lawrence@spd02.usace.army.mil; echristian@waterboards.ca.gov; norman_chan@ci.richmond.ca.us; george.landreth@shell.com; Carolyn Kneibler
Subject: united heckathorn quickplace access

Some of you folks expressed the Quickplace access issue (specifically regarding the password) at the Jan. 28's stakeholders' meeting. I looked into it with the EPA technical support. Unfortunately, the password have to be reset every 90 days. I was told that we could not override the system. sorry about the inconvenience.

Please contact Matt Rogers (919-767-7450) if you continue to experience any access issues. thanks.

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